



## **Friendly Visiting Coordinator, Armenian Community (FT)**

FriendshipWorks' mission is to reduce social isolation, enhance quality of life and preserve the dignity of elders in Greater Boston. We accomplish this mission by recruiting and training volunteers of all ages and backgrounds who provide friendship, advocacy, education, assistance, and emotional support to isolated older adults.

FriendshipWorks operates programs throughout Greater Boston, including the one-on one programs Friendly Visiting, Friendly Helping, and Medical Escorts. FriendshipWorks also operates its MusicWorks and PetPals programs in elder buildings, assisted living and nursing homes.

### **DESCRIPTION**

#### **Position Summary:**

FriendshipWorks' Friendly Visiting Program matches volunteers with older adults for weekly one-on-one social visits to help alleviate isolation and create community. Friendly Visiting Coordinators oversee enrolling volunteers and older adult participants in the program, matching them for visits, and supporting matches with problem-solving and resource-sharing.

The newly created position of Armenian Community Friendly Visiting Coordinator will be managing all aspects of the Friendly Visiting Program specific to the Armenian community in FriendshipWorks' catchment area. In addition to the above responsibilities, this position will be paving new ground for FriendshipWorks through extensive outreach to the Armenian community and assessment of Armenian older adults' social isolation and needs.

#### **Position Description:**

**The Armenian Community Friendly Visiting Coordinator is a full-time grant-funded position for January through December 2026, with the strong possibility of renewal for 2027 and beyond.** The position is responsible for all aspects of the Friendly Visiting program across FriendshipWorks' service area, with a particular focus on and responsibility towards older adults of Armenian heritage.

The Armenian Community Friendly Visiting Coordinator will be joining the existing five-person Friendly Visiting program team. The position has been created in partnership with the Armenian Women's Welfare Association (AWWA), located in Jamaica Plain and serving Armenian older adults throughout Greater Boston. The Coordinator is piloting the dedicated engagement of Armenian older adults across our service area for participation in our long-standing Friendly Visiting program. The position and pilot are focused on supporting those of Armenian heritage to age in place, remaining in family homes and in their community as they age.

As set out in FriendshipWorks' funding agreement with AWWA, the opening months of this position (until approx. June 2026) will be dedicated primarily to outreach and needs assessment in the local Armenian community. The Coordinator will be especially responsible for identifying

critical organizations and stakeholders within the local Armenian community and better determining the social needs of Armenian older adults. Through creative and diligent outreach the Coordinator will increase FriendshipWorks' visibility and recognition within the Armenian community.

In the latter half of 2026, the role is expected to increasingly take on the remaining responsibilities of a Friendly Visiting Coordinator. As initial outreach work generates program enrollment from within the Armenian community, the Coordinator will conduct older adult intakes, volunteer onboarding, matching, match stewardship, and reporting, while still maintaining a strong outreach presence in the community. The position requires the ability to work independently, as well as in coordination with other Friendly Visitor Coordinators and the Friendly Visiting Manager.

This position normally spends 2-3 days at our Downtown Boston office, with the rest of the time working remotely, which will involve considerable time spent out in our service area, expected in particular to be the neighborhoods of Brighton, Newton, and Cambridge, as well as critical stakeholder communities in Watertown and Belmont. **Access to a car is not required but can be helpful to cover the breadth of the assigned area. Occasional evenings and weekends may be required.**

## RESPONSIBILITIES

### Overall:

- Commitment to FriendshipWorks' mission and volunteer-driven model.
- Be a spokesperson for all FriendshipWorks programs.
- Work with the Friendly Visiting Manager, Director of Programs and other program staff on defining and measuring impact goals; responsible for program reporting and data.
- Participate in, and be community liaison for, FriendshipWorks events.
- Bring funding opportunities, potential donors and board members to the attention of the Director of Programs and/or Executive Director.
- Other responsibilities as assigned.

### Friendly Visiting:

- Interview and onboard new volunteers
- Run regular volunteer training sessions for incoming volunteers
- Coordinate enrollment of older adult participants including home intake visits to assess their needs and interests
- Match volunteers with older adults according to their needs, interests, personalities, etc.
- Facilitate connecting volunteers and older adults for initial calls and visits, including attending some first visits.
- Provide on-going support and guidance to volunteers and recipients.
- Maintain program database on volunteers, recipients and referral sources.
- Participate in Friendly Visiting team, program team, and all-staff meetings.
- Collaborate with Friendly Visiting and program teams on developing and improving program protocols.

### Community Engagement:

- Work with AWWA and other key partners in Armenian community to identify critical spaces and stakeholders for outreach
- Conduct outreach and exploratory conversations to learn and assess needs of Armenian older adults in the community
- Develop new partnerships and maintain consistent presence in local Armenian community to increase FriendshipWorks' visibility
- Manage volunteer recruitment from Armenian community in cooperation with Volunteer Coordinator.

### **QUALIFICATIONS**

- Familiarity with Armenian culture preferred, Armenian language capacity is a plus. Experience with other diasporic/immigrant communities is a strong alternative.
- Experience in and passion for community outreach and engagement.
- Excellent communication, public relations, and interpersonal skills.
- Ability to work independently, but also as part of a team.
- Excellent leadership and organizational skills, including attention to detail and ability to manage multiple tasks simultaneously.
- Excited about having a variety of tasks, juggling multiple responsibilities, and having a varied schedule.
- Experience and sensitivity in assessing the needs of older adults.
- Skill in assessing compatibility between volunteers and older adults to make appropriate matches as required for monthly goals.
- Knowledge of health and social service resources in Boston preferred.
- Strong computer skills; familiarity with Excel, Salesforce or other databases a plus.

### **OTHER REQUIREMENTS**

- Must be willing to work an occasional flexible schedule that includes Saturday or Sunday.
- Must be willing to travel locally for outreach and presentations throughout our footprint (Boston, Brookline, Cambridge, Somerville, Newton) as well as in critical parts of the local Armenian community, such as Watertown and Belmont.

**Expected salary range: \$50,000 - \$51,000**

**Please send a resume and cover letter to [jobs@fw4elders.org](mailto:jobs@fw4elders.org). No phone calls please.**

*FriendshipWorks strives to create a diverse and inclusive culture where everyone feels welcome and supported. FriendshipWorks provides equal employment opportunities without regard to race, color, national origin, religion or creed, gender, sexual orientation, marital status, age, veteran status, disability or any other legally protected status recognized by federal, state or local law with respect to employment opportunities. Individuals from underrepresented groups are especially encouraged to apply.*